

Regardless of your
occupation,
**WORKPLACE
VIOLENCE
PREVENTION** will
give you added
confidence



when an angry or
hostile individual
confronts you

DATES & LOCATIONS

All Classes Have a Lunch Break.
All times are 9:00 am to 5:00 pm

MISSOULA **Tuesday, Jul 18**
Student Center, Rooms 330/331, Univ. of MT

KALISPELL **Friday, Jul 21**
FW&P Community Room, 490 N. Meridian

MILES CITY **Tuesday, Aug 1**
Community Room, Miles Community College
2715 Dickenson Street

WOLF POINT **Wednesday, Aug 2**
Centennial Room, Sherman Inn, Wolf Point

HELENA **Monday, Aug 7**
Cogswell Bldg, Rooms 205/207

BILLINGS **Tuesday, Aug 15**
MSU-Billings SUB, 1500 University Drive

BOZEMAN **Wednesday, Aug 16**
FW&P Community Room, 1400 S. 19th

HELENA **Monday, Aug 28**
Cogswell Bldg, Rooms 205/207

GREAT FALLS **Wednesday, Sep 6**
MT School for Deaf & Blind,
3911 Central Ave

BUTTE **Wednesday, Sep 13**
Kelly/Steward Rooms, MT Tech SUB

DEPARTMENT OF ADMINISTRATION
RISK MANAGEMENT & TORT DEFENSE DIVISION
www.mt.gov/doa/rmtd/ 406-444-2421
1625 11th AVENUE
PO BOX 200124
HELENA MT 59620-0124

6154

DEPARTMENT OF
ADMINISTRATION
**RISK
MANAGEMENT
& TORT DEFENSE
DIVISION**

<http://www.mt.gov/doa/rmtd/>

PRESENTS FOR
SUMMER 2006



WORKPLACE VIOLENCE PREVENTION

**A Program Focusing on
Defusing Hostility
&
Preventing Violence
in the Workplace**

COURSE OBJECTIVES

- Understand how crises develop and learn appropriate staff responses
- Understand that how you say what you say is more important than what you say
- Identify different levels of defensive behavior and proper responses to each
- Identify underlying factors that lead to agitated or hostile behavior
- Identify five key steps in empathic listening
- Identify the key steps involved in defusing verbal confrontation before it becomes physical
- Identify productive and non-productive behaviors caused by fear
- Identify the four priorities that should be included in violence response procedures
- Understand the reasons for using a team approach
- Understand the importance of debriefing after a crisis situation for preventing future crisis situations

As a state or university employee, you are **confronted** by customers, co-workers, visitors, and members of the public. This training will give you **added confidence** when dealing with an angry individual.



This added confidence will help you and your co-workers to **respond** to such situations **rationally and professionally**. This training will help create a **safer and more productive work environment** for both co-workers and customers.

THE COURSE IS FREE

This course is open to all State of Montana and Montana University System employees. We encourage employees of all levels to attend.

You must pre-register to attend.

Roster space is limited, and seats are assigned on a first-come, first-served basis.

If you cancel within 2 days of the training, we may charge you a cancellation fee.

Risk Management & Tort
Defense Division promotes
making reasonable
accommodations for persons
who wish to participate in
any of our sponsored
activities. Please contact us
if you request reasonable
accommodations.

RMTD
PO Box 200124
Helena, MT 59620-0124

This course includes **ROLE PLAYING** and demonstration of techniques that help to promote an atmosphere of **respect, service** and **safety** within our work places.

Pre-register online
at: 